

1. Filing of Complaint – Tanggapan ng Reklamo

Non-beneficiaries and beneficiaries of the program may visit the Tanggapan ng Reklamo to file their complaints or grievances about the implementation of the program.

Office or Division:	4Ps – Grievance Redress Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grievance Form		Tanggapan ng Reklamo Helpdesk, 2 nd Floor Mahusay Building		
Pantawid Pamilya ID				
Evidence/s, if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby 1.1 Give ID Card to Guard on Duty	1. Give the logbook to the client with pen 1.1 Secure the client's ID	None	2 Minutes	Guard on duty
2. Get a grievance form	2.1 Give the grievance form/request and inquiry form	None	1 Minute	Officer of the Day Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
3. Accomplish the grievance	3. Ensure that grievance form/request and inquiry form is complete and properly filled out	None	2 Minutes	Officer of the Day Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
4. Provide additional and complete details of the complaint	4.1 Check the status of the beneficiary who is being complained in the Pantawid Pamilya Information System 4.2 Interview the client and write down	None	30 Minutes	Officer of the Day Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV

	other pertinent details in the grievance form			
5. None	<p>5.1 Explain to the client the process of resolving complaints on Misbehavior of Beneficiary-Misuse of Grants and the sanctions that will be given if the complaint has merit.</p> <p>5.2 Inform the client that he/she will be contacted thru the mobile number provided by the assigned grievance officer once a resolution has been made</p>	None	10 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV</p>
6. Secure the acknowledgment/ follow up slip <i>*Client may contact the number provided in the slip for follow-up</i>	6.1 Detach the acknowledgment/ follow up slip from the grievance form and give it to the client	None	2 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV</p>
7. None	7. Endorse the accomplished grievance form to the Administrative Officer for recording in the E-DTMS	None	2 Minutes	<p>Officer of the Day</p> <p>Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV</p>
8. None	<p>8.1 Record the grievance form in the E-DTMS and Manual Monitoring Matrix</p> <p>8.2 Endorse the grievance form to the Field Operations Services Unit (FOSU) Head</p>	None	10 Minutes	Normandy Chua Administrative Assistant II
9. None	9. Distribute the grievance form to technical officer for	None	3 Minutes	Ms. Janice G. Pol

	drafting of endorsement letter to Field Office concerned			Project Development Officer IV
10. None	10. Check the household profile of the beneficiary in the Pantawid Pamilya Information System	None	3 Minutes	Technical Officer Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
11. None	11.1 Draft the endorsement letter <i>*Supporting documents and grievance form submitted by the client must be attached</i> 11.2 Submit to the FOSU head for review	None	30 minutes	Technical Officer Immediate Supervisor: Ms. Janice G. Pol Project Development Officer IV
12. None	12.1 Reviews the draft letter and affix initial signature on the letter 12.2 Transmit the draft letter to Division Chief for review	None	5 Minutes	Ms. Janice G. Pol Project Development Officer IV
13. None	13.1 Reviews the draft letter and affix initial signature on the letter 13.2 Transmit to draft letter to the Administrative Officer	None	5 Minutes	Ms. Ma. Asuncion D. Basco Division Chief
14. None	14.1 Updates the record of the document in the E-DTMS 14.2 Transmits the draft letter to the Office of the National Program Manager	None	10 Minutes	Mr. Rondolf Gabriel Baguinon Administrative Assistant II

15. None	15.1 Receives the draft letter 15.2 Updates the record in the E-DTMS	None	5 Minutes	ONPM AA-II
16. None	16.1 Reviews the draft letter 16.2 Approve and sign the letter	None	5 Minutes	Dir. Gemma B. Gabuya National Program Manager
17. None	17.1 Transmits the letter to ASD-Records Section for recording in the E-DTMS	None	5 Minutes	ONPM AA-II
18. None	18.1 Transmits the letter to Records Section for recording in the E-DTMS	None	5 Minutes	ASD/RS AA-II
19. None	19.1 Sends the endorsement letter to Field office	None	10 Minutes	Records and Management Services
Total			2 hours and 33 minutes	